1)   Why did FSA change the registration system?

FSA University has responded to your feedback about the current registration system and provided you with a new registration system that is more accessible and easier to use. This new registration system makes it easier to find and register for workshops. In addition, this new system allows you to view a transcript of workshops you have taken, plus it allows you to view upcoming events that you are registered for.

2)   What is Jamcracker?

Jamcracker is a "portal" that manages the log in process. In other words, you access Jamcracker, and enter your username and password. It verifies your username and password and automatically launches the registration system. In addition Jamcracker staff provide live technical support at the Jamcracker Service Center, weekdays from 8:00-5:00 (EST).

3)   What is Saba?

Saba Learning Enterprise is the brand name for the software used for the registration system.

4)   Why do I need a Registration Account, username and password?

In order for the new system to show you your upcoming enrollments, your transcript, and maintain any personalization that you create, you must set up your account and create a username and a password. You set up your account in Jamcracker **just once**, and after that, you only need to enter your username and password to access the registration system. The username and password tell the registration system who you are and allow it to provide you with your information.

5)   Can I pick my own password?

Yes, you can pick your password as well as your username. You should pick something that you will remember and write it down. Your password must be at least 6 characters long, and should have both letters and numbers.
Your username must be in all lowercase characters. If you choose a username that someone else has already chosen, you will get a message asking you to choose another username.

6)   What is the Security Question?

The security question provides a way for you to log into the system even if you have forgotten your username or password. You must choose a security question and then fill in the answer. In the event that you forget your username or password, the system will ask you to provide BOTH the security question and the answer to the security question in order to verify who you are.

7)   What do I do if I can't remember my password?

On the Login page, click on the "Having trouble logging in?" link. This will take you to a page where you will need to enter your security question and answer.   If you answer correctly, the system will prompt you to create a new password, which you will use going forward. You can then log into the system.

8)   What do I do if I can't remember my username?

On the Login page, click on the "Having trouble logging in?" link. This will take you to a page where you can follow the directions to provide your security question and answer. If you provide the correct security question and answer, you will be logged into the system. You can retrieve your username by clicking on the My Profile link on Jamcracker's My Home page.

9)   What do I do if I have forgotten my username or password and I can't remember my security question and answer?

Call the Jamcracker Service Center at 602-282-8450.

10)   Can I look at the different workshops without logging in?

Yes, simply click on the "Browse the Learning Catalog" link on the Login Page. This will allow you to look through the Learning Catalog at the different workshops that FSA University is offering.   If you want to register for a workshop, you must enter your username and password to login and complete your registration.

11)   Can I register for workshops without entering my username and password?

No, if you want to register for a workshop, you must log into the registration system using your username and password.

12)   Do I have to give an email address? Will you give out my email address?

Yes, you must provide a valid email address. This information allows the registration system to send you automatic reminders of upcoming events and confirmation notices via email. FSA University will not share your email address with others.

13)   What should I do if my personal information changes?

Within the registration system, click on the "My Profile" tab. This will bring up the Personal Information page. This page contains all of your personal information. Simply update any of the information and click on the "Save" button to save your changes. It is important to keep your email address up to date, so that you receive email notices and reminders.

14)   What do I do if I close the registration system, and only see the Jamcracker homepage?

On the Jamcracker Homepage, there is a small icon that looks like a mortarboard and is labeled "Learning". If you accidentally close the registration system, you can re-launch it by clicking on that icon.

15)   Who should I call if I have questions about or problems with the registration system?

You should call the Jamcracker Service Center at 602–282-8450

16)   Who should I call if I have questions about conferences or workshops?

You should call FSA University and leave a message at 202-377-3941. A member of the registration and logistics team will return your call.

17)   Who should I call if I have questions about travel or lodging?

You should call FSA University and leave a message at 202-377-3941. A member of the registration and logistics team will return your call.

18)   In the learning catalog, when I "Choose a class time and place" for a specific workshop, no results are found.

To search for individual sessions of a workshop, you should pick specific dates in the "Start Date After" and "Start Date Before" fields. This will generate a list of sessions for the specified workshop between those dates.